



**COUNTY OF LOS ANGELES  
DEPARTMENT OF AUDITOR-CONTROLLER**

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J. TYLER McCAULEY  
AUDITOR-CONTROLLER

December 1, 2004

TO: Supervisor Don Knabe, Chairman  
Supervisor Gloria Molina  
Supervisor Yvonne B. Burke  
Supervisor Zev Yaroslavsky  
Supervisor Michael D. Antonovich

FROM: J. Tyler McCauley   
Auditor-Controller

SUBJECT: **CENTER FOR COMMUNITY AND FAMILY SERVICES CONTRACT  
REVIEW**

We have completed a contract compliance review of Center for Community and Family Services (Agency), a CalWORKs Stage 1 Childcare service contractor. The review was conducted as part of the Auditor-Controller's Centralized Contract Monitoring Pilot Project.

**Background**

The Department of Public Social Services (DPSS) contracts with Center for Community and Family Services, a private, non-profit, community-based organization that assists parents with childcare services. The Agency's services include explaining participant's childcare options and program rights, providing multilingual services to the participant upon request, consumer education information, and childcare referrals. In addition, the Agency conducts monthly monitoring of its staff located at DPSS offices. Center for Community and Family Services is located in the First, Second, and Fourth Districts.

DPSS pays Center for Community and Family Services a negotiated rate of approximately \$126 per case per month. DPSS also pays the Agency a fixed monthly fee of approximately \$4,500 to fund their staff located at DPSS offices and approximately \$10,000 for nine-months for outreach services. For Fiscal Year 2003-2004, DPSS paid Center for Community and Family Services approximately \$2.2 million.

**Purpose/Methodology**

The purpose of the review was to determine whether Center for Community and Family Services provided the services outlined in their Program Statement and County

*"To Enrich Lives Through Effective and Caring Service"*

contract. We also evaluated the Agency's ability to achieve planned service and staffing levels. Our monitoring visit included review of Center for Community and Family Services' billing statements, participant case file, staff time sheets, cost allocation sheets and interviews with staff, program participants, and service providers.

### **Results of Review**

Overall, Center for Community and Family Services provided the services required by the County contract. The Agency explained childcare options, program rights, and consumer information to the program participants. In addition, Center for Community and Family Services provided multilingual services to the participants that requested the services.

We also found that for two (20%) of the 10 cases reviewed, the Agency continued to provide childcare services to program participants for two months beyond the deadline for participants to submit the appropriate documents which would allow them to receive program services. To ensure that overpayments do not occur, we recommend Center for Community and Family Services ensure that program participants provide the required documentation before childcare services are approved.

The details of our contract compliance review, along with recommendations for corrective action, are attached.

### **Review of Report**

On October 29, 2004, we discussed our report with Center for Community and Family Services who concurred with our findings and agreed to submit a corrective action plan to DPSS. In addition, we notified DPSS of the results of our review and DPSS management will work with the Agency to implement the recommendations.

We thank Center for Community and Family Services for their cooperation and assistance during this review. Please call me if you have any questions, or your staff may contact Don Chadwick at (626) 293-1102.

JTM:MMO:DC

Attachment

c: David E. Janssen, Chief Administrative Officer  
Department of Public Social Services  
Bryce Yokomizo, Director  
Ida L. Rivera, Chief, Contract Management Division  
Shirley Christensen, Chief, Gain Program Division  
Prentice Deadrick, Executive Director, Center for Community and Family Services  
Violet Varona-Lukens, Executive Officer  
Public Information Office  
Audit Committee

**CENTRALIZED CONTRACT MONITORING PILOT PROJECT  
CalWORKs STAGE 1 CHILDCARE PROGRAM  
FISCAL YEAR 2003-2004  
CENTER FOR COMMUNITY AND FAMILY SERVICES**

**BILLED SERVICES/CLIENT VERIFICATION**

**Objective**

Determine whether Center for Community and Family Services (Agency) provided the services billed in accordance with their contract and the program participants actually received those services.

**Verification**

We reviewed 10 program participant case files assigned to Center for Community and Family Services in November and December 2003. We also interviewed 50 program participants and 50 daycare providers. Our sample represents \$6,304 out of a total of \$286,844 that the Agency billed DPSS for the same period.

**Results**

Overall, Center for Community and Family Services provided the services outlined in its County contract and the services met the participants' expectations. The Agency explained childcare options, program rights, and consumer information to the participants. In addition, the Agency provided multilingual services and daycare referrals to the program participants that requested the services. All 10 individuals sampled were eligible to receive program services.

We also found that for two (20%) of the 10 cases reviewed, the Agency continued to provide childcare services to program participants for two months beyond the deadline for participants to submit the appropriate documents which would allow them to receive program services.

To ensure that overpayments do not occur, Center for Community and Family Services should require program participants to provide the required documentation before childcare services are approved.

**Recommendation**

- 1. Center for Community and Family Services management require program participants to provide the required documentation before childcare services are approved.**

**STAFFING/CASELOAD LEVELS****Objective**

Determine whether Center for Community and Family Services' actual staffing met the staffing levels required by the County contract.

**Verification**

We interviewed 32 in-house program staff and one collocated staff and supervisor at DPSS field offices and reviewed time sheets to determine whether actual staffing levels were consistent with proposed staffing levels.

**Results**

Center for Community and Family Services' actual staffing is approximately 10% greater than the staffing levels required by its County contract. As noted below, the increase in staffing is due to a higher than expected caseload.

**Recommendations**

**There are no recommendations for this section.**

**SERVICE LEVELS****Objectives**

Determine whether Center for Community and Family Services reported services did not significantly vary from planned service levels.

**Verification**

We reviewed invoices and compared them to Center for Community and Family Services' proposed service levels for the same period.

**Results**

For November and December 2003, Center for Community and Family Services' reported service levels averaged approximately 1,138 participant cases. This represents an increase of approximately 5% from the budgeted participant service levels (1,088 participant cases). The increase in service levels is due to an increase in the number of cases referred to the contractor by DPSS.

**Recommendations**

**There are no recommendations for this section.**



Center For Community & Family Services, Inc.

October 6, 2004

J. Tyler McCauley  
Los Angeles County Auditor-Controller  
500 W Temple, Room 525  
Los Angeles, CA 90012

Dear Mr. McCauley:

**Contract Review Response**

We have reviewed the report issued by your Department and are in general agreement with the findings and recommendations. We will be submitting a corrective action plan to the Department of Public Social Services within 30 days that details our efforts to implement the recommendations contained in the report.

Please call me if you have any questions at (626) 583-1770.

Sincerely,

A handwritten signature in black ink, appearing to read "Prentice Deadrick".

Prentice Deadrick  
Executive Director  
Center for Community and Family Services, Inc.